ATTACHMENT A

EXHIBIT 3

SECTION C
STATEMENT OF WORK

C.1   INTRODUCTION

This section describes the current functional and technical environments within the Federal Bureau of Prisons (BOP) and specifies the work to be performed by a new Inmate Telephone System (ITS-II) which will replace the existing Inmate Telephone System (ITS). Offerors are to submit proposals for the complete system as described within this Statement of Work (SOW) All requirements within this SOW are the responsibility of the contractor.

C.1.1   Structure of Section C

This subsection provides the structure of Section C.

Introduction (C.1): This section describes the mission of the BOP, its organizational structure, and provides background information about the federal correctional environment. This section also describes the services and functionality of the current the ITS, as well as the BOP's concept of operations for the new ITS-II.

Functional Requirements (C.2): This section describes the functional requirements of ITS-II including services, operations, infrastructure, and system components. These requirements are segmented into the following general categories:

- Inmate Telephone Service Requirements
- Management of Inmate Telephone Accounts
- Administrative Requirements
- System Requirements

Transition and Implementation Requirements (C.3): This section describes the requirements for the ITS-II transition process and implementation.

Maintenance Requirements (C.4): This section describes the requirements for ongoing maintenance support of the ITS-II operations, including the maximum downtime allowed, escalation plans, and monthly reports

Training and Documentation (C-5): This section describes the requirements to provide training and documentation

General Contractor Requirements (C.6): This section describes the requirements in areas such as project and configuration management, quality assurance, and compliance with applicable standards and regulations

C.1.1.1   General Overview

The only purpose of this section is to provide potential offerors general information on the environment of the BOP and the inmate community, and general requirements of the ITS-II Offerors shall not provide responses to information within this section.

Federal Bureau of Prisons

The BOP is a bureau within the Department of Justice (DOJ). The contract that will potentially result from this procurement will be administered and overseen by the BOP. Throughout the life of the contract, the BOP shall remain the sole authority and point of contact with the successful offeror.

Mission of the BOP. The mission of the BOP is to protect society by confining offenders in controlled environments of prisons and community-based facilities that are safe, humane, and appropriately secure, and that provide work and other self-improvement opportunities to assist offenders in becoming law-abiding citizens

Mission of the Trust Fund Branch. The Trust Fund Branch is a component of the BOP, and is part of the BOP Central Office located in Washington, DC. The mission of the Trust Fund Branch is to provide management and service to the BOP, consistent with maintaining stability and financial integrity of the Trust Fund and Inmate Deposit Fund. This branch oversees the operation of the BOP's Commissary, ITS, Warehouse, Laundry, and Clothing Issue operations

Mission of the Trust Fund Branch, ITS Section. The ITS Section is a component of the Trust Fund Branch, located in Washington, DC The ITS Section is responsible for the Bureau-wide and on-site implementation of the ITS-II, including development of policy and procedures, oversight of daily operations, training, and continuing technical support.

Mission of Correctional Facility ITS Staff. BOP correctional facility staff work in individual BOP correctional facilities, located throughout the United States BOP correctional facility ITS staff are responsible for creating, changing, and deleting inmate accounts; updating inmate calling parameters, using the ITS to generate and analyze call records, training the inmates on how to use the ITS, and other necessary local administrative functions

Correctional Environment. The following paragraphs provide information regarding the correctional environment in which the ITS-II will operate

Federal Inmate Population. The BOP currently operates approximately 90 federal prisons throughout the United States and Puerto Rico Each correctional facility houses between 300 and 4,500 inmates, with an average population of slightly over 1,000 inmates per correctional facility and a total population of approximately 100,000 inmates See Exhibit J-1, Correctional Facility Information for detailed information regarding correctional facilities and inmate populations

Provided below is information on the BOP Central Office, BOP Regional Offices, BOP Management and Specialty Training Center (MSTC), and the correctional facilities within the BOP.

BOP Central Office. The BOP Central Office is located in Washington, DC The BOP Central Office is the location for the administrative headquarters for the agency and for the operation of the ITS. An inmate telephone system is installed at the BOP Central Office and used by BOP Central Office, Trust Fund Branch, ITS Section staff for administrative, testing, and training purposes.
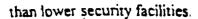
Regional Offices. The BOP is currently divided into six regional districts, each with a Regional Office. The six Regions are: Mid-Atlantic, North Central, Northeast, South Central, Southeast, and Western Each operates under the direction of the Director of the BOP. These six Regional Offices do not currently play a direct role in the operation of the ITS.

MSTC. The BOP MSTC is located in Aurora, Colorado. The BOP provides staff training on the policies and operation of the ITS at this facility. An inmate telephone system is installed at the MSTC for these training purposes.

Correctional Facilities. Federal correctional facilities are divided into classifications according to security level It is important to recognize that inmates' use of the ITS (and therefore system traffic) may differ depending on the security level of the specific correctional facility and on the BOP's administrative requirements for specific facilities. Inmates incarcerated at higher security correctional facilities will typically have less calling privileges than inmates at lower security correctional facilities

Exhibits within this SOW refer to correctional facilities with designators identifying the level of security The following security level definitions are intended to aid the offeror in understanding these designations and to provide some general information which may or may not impact ITS-II usage

- **Low:** Low designates the lowest level of security These facilities house predominantly low security level inmates Some of these facilities function as independent facilities and others operate as a satellite camp to a higher security level correctional facility. Low correctional facilities may be designated as a Federal Prison Camp (FPC), Federal Correctional Institution Low (FCI Low), or Low Security Correctional Institution (LSCI) These low security level correctional facilities typically allow inmates greater calling privileges than higher security level facilities

- **Medium:** Medium designates a medium level of security These facilities house predominantly medium security level inmates and sometimes perform the administrative functions, including ITS operations, for a satellite camp Medium security level correctional facilities may be designated as a Medium Security Correctional Institution (MSCI), or Federal Correctional Institution (FCI) Inmate access to the telephones at these facilities is typically more restricted

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than lower security facilities.

■ **High:** High designates a high level of security These facilities house high security level inmates and sometimes perform the administrative functions. including ITS operations, for a satellite camp. High security level facilities may be designated as a High Security Correctional Institution (HSCI) or United States Penitentiary (USP).   Inmates at these facilities typically have restricted access to telephones at night.

■ **AD-MAX:** Ad-Max designates the highest level of security in the federal system. Inmate access to telephones is extremely restricted Only one correctional facility in Florence. Colorado is currently designated as Ad-Max

■ **Detention Centers:** Detention Centers typically house inmates for a short period of time. Inmate turnover is high at these facilities. Detention Centers may be designated as a Metropolitan Correctional Center (MCC), Federal Detention Center (FDC), Metropolitan Detention Center (MDC), or Federal Transfer Center (FTC). Due to the amount of inmate turnover at these facilities, it is anticipated that inmates at these facilities will predominantly use collect calling telephone services. However, direct dial calling capabilities shall be made available by the contractor at all facilities.

■ **Medical Centers:** Medical centers typically house all security levels of inmates. These correctional facilities may be designated as a United States Medical Center for Federal Prisoners (USMCFP) or Federal Medical Center (FMC)

■ **Federal Correctional Complexes (FCC):** The BOP has several FCCs which consolidate multiple levels of security and several facilities in one general location. Although the facilities maintain some independent functionality. some ITS-II procedures could be consolidated for complex facilities For example. if technically sound and if deemed appropriate from a functional point of view. telecommunications equipment could be configured to support a complex of three or four correctional facilities within the same geographical location Of the approximately 100 correctional facilities (not including satellite camp environments) in use within the federal system, approximately 10 percent are part of a complex

● **Intensive Confinement Center (ICC):** ICCs provide inmates with a strict regimen of activities and place restrictions on inmate access to telephone calls. Currently all BOP ICCs operate as satellite facilities to higher security correctional facilities

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C.1.1.2   Description of the Current ITS

Currently the BOP has three basic systems installed

- Collect systems offering only collect calling;
- ITS offering predominantly direct dial calling;
- Automated Collect Call Operator (ACCO) ITS system with ACCO offering both collect and direct dial calling

Exhibit J-1, Correctional Facility Information contains information on each correctional facility, including the type of telephone system installed and other statistics.

Inmate Calling Patterns. Telephone service provisioning information for each correctional facility is presented in **Exhibit J-1, Correctional Facility Information.** Current estimates of inmate traffic volumes are presented in **Exhibit J-2, Traffic Volume Estimates.** Traffic volumes presented in **Exhibit J-2** are provided as estimates only. These estimates are derived from past history only and do not imply a guarantee of future traffic volume to the contractor.

Reports. The present ITS provides instantaneous detailed call information for each inmate and each call. Using this information, the ITS provides the BOP with approximately 25 standard reports

Connectivity. The existing ITS consists of stand-alone systems that do not provide any system-wide capabilities. Switches within each correctional facility operate independently; no data is passed to a central location (whether logical or physical) or to any other correctional facility.

Interfaces. The ITS receives data input from the Trust Fund Commissary system which is referred to as the Federal Prison Point of Sale (FPPOS) System, sends call record data to the Automated Intelligence Management System (AIMS) used by correctional facility investigative staff, and interfaces with a Dictaphone voice recorder provided by the government.

The ITS is connected in a receive-only manner with the FPPOS System, dictated by the need to receive Commissary credits and perform other transactions of an accounting nature

The ITS is connected in a send-only manner with the AIMS, under the control of a BOP staff member called the Special Investigative Supervisor (SIS). The ITS transmits call record data to the AIMS upon request from SIS

Refer to **Exhibit J-3, Current ITS Architecture**

System Components. The following paragraphs in this section provide an overview of the system components that provide ITS functionality

Hardware. The hardware design of each current ITS includes the following

- Telephone handsets.
- Telephone switch.
- Voice processing unit (VPU).
- Central processing unit (CPU) and database.
- Local and remote terminals.
- Printers.
- Modems.

Software. The current ITS operating system is a UNIX-based, multitasking operating system, although ITS users do not interact directly with UNIX.

System software controls events occurring from the time an inmate telephone goes off-hook until the call is terminated. The software steps through a sequence of events during each call which includes, but is not limited to:

- Checking the inmate's personal identifier and calling parameters.
- Checking the carrier rate tables.
- Directing the switch to either connect or not connect a call.
- Supporting real-time accounting functions, including debiting an inmate's account.
- Providing a detailed audit trail of inmate calls.
- Providing a detailed audit report of deposits and withdrawals.

System Backup. A complete system tape backup is performed daily at each correctional facility. These tapes are kept for five days before the information is erased and the tapes are reused. In the event of a catastrophic failure, such as corrupt backup files, a printout performed for each call provides the BOP with information to manually re-key call account information into the ITS.

C.1.1.3 Description of the New ITS (ITS-II)

The purpose of this section is to provide offerors with a high level general description of the purpose and scope of this procurement, including major ITS-II features and capabilities and roles and responsibilities of the successful offeror. The emphasis is on providing an overview of major ITS-II characteristics and to provide an overall context to help offerors understand the scope of this procurement. This section is for informational purposes only; it does not address all ITS-II requirements, nor does it require responses from offerors.

ITS-II Overview

The purpose of the ITS-II is to provide inmates in federal correctional facilities operated by the BOP with outbound telephone services and to provide the BOP with the means to ensure the proper and lawful use of this system by inmates. Insofar as the availability of such services is important to inmate morale and hence correctional facility security, the ITS-II is considered by the BOP to be a critical service element with stringent availability and quality of service objectives The ITS-II will consist of the following components:

- A centralized database, network based management system. Refer to Exhibit J-4, ITS-II Concept Design, for one possible design

- One type of system for all BOP facilities which can be configured independently at each correctional facility.

- Telecommunications capabilities located at each correctional facility which provide outbound direct dial and collect calling services to inmates and administrative capabilities to BOP personnel

- Administrative and system support and training capabilities at the BOP Central Office in Washington DC and the MSTC in Aurora, Colorado

- A Central Operations Facility (COF) located at a contractor provided site

- Direct dial and collect call capabilities

- Wide area network facilities to link ITS-II components at correctional facilities with BOP administrative systems and contractor maintenance and management systems.

The scope of this procurement is a nationwide deployment of the ITS-II to federal correctional facilities in the Unites States, Puerto Rico, the BOP Central Office in Washington DC, and the MSTC in Aurora, Colorado The ITS-II will provide telephone service to federal inmates. The objective of this procurement is to have a contractor provide a network based centralized database management system capable of providing a complete array of outbound calling services

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to the BOP for use by its inmates   The contractor shall install and maintain all ITS-II hardware and software at all BOP facilities

The BOP will not lease equipment, software, or services from the contractor except as identified in Section B-4.

ITS-II Direct Dial and Collect Inmate Calling Services

The BOP will establish an ITS-II account for each inmate to place calls. Inmates will be capable of transferring funds from their Commissary accounts to the ITS-II. The ITS-II shall provide a voice response interface which will prompt an inmate through this transfer process. These transferred funds are purely representative of actual funds held in accounts by the BOP   The transferred funds will be added to the inmate's ITS-II account to create an individual inmate telephone account balance. It is this account balance which will be automatically and immediately reduced by ITS-II as direct dial calls are taking place. ITS-II will not allow this account balance to reach a negative balance.

The ITS-II will process local, long distance, and international direct dial and collect calling services for inmates at federal correctional facilities (International collect is optional). The ITS-II contractor shall be responsible for providing local and international service using carriers it selects for these services   All long distance direct dial calls to areas within the U.S. and Puerto Rico originating in the U.S will be routed over FTS circuits provided by the BOP.

Collect calling services will be fully automated and will not involve the use of a human operator at any stage of a collect call, unless agreed to by the BOP in extraordinary circumstances. The ITS-II contractor will provide carriers for all local, long distance, and international collect calls. The ITS-II contractor will provide all services associated with collect services such as billing and out-clearing   The contractor shall, if ordered by the BOP, transition the BOP correctional facilities that currently provide non-ITS collect only service to the contractor's collect service until the contractor's full direct dial/collect system can be implemented.   Once the ITS-II is fully installed, collect calls placed by inmates will be processed through the system in the same manner as direct dial calls

The BOP's intention is to allow inmates the opportunity to place up to 120 minutes of collect calls per month for a four year period following the award of this contract   At the end of this four year period, the BOP may re-evaluate its collect call requirements   The BOP currently has no general restriction on direct dial calls, but as with many correctional programs, telephone access is under constant review and subject to change

ITS-II Administrative Capabilities

In addition to inmate direct dial and collect call services, the BOP requires various administrative capabilities to ensure the financial integrity of the inmate Trust Fund   These capabilities are, inmate account management, audit trails, transaction reports, centralized management and report

capabilities, capabilities to detect and eliminate fraud in order to protect the financial integrity of the inmate Trust Fund and the public

Quality of Service

Because of the importance of ITS-II in maintaining inmate morale at a correctional facility, the BOP seeks to obtain a very reliable, highly available service for federal inmates through this procurement. The quality of system reliability and voice transmission on all ITS-II calls must be in conformance with all appropriate industry standards for voice communications in office environments

ITS-II Contractor Responsibilities

The contractor has the sole responsibility for ensuring the ITS-II meets the requirements of this contract at all BOP correctional facilities and locations on a daily basis. The contractor is responsible for managing all subcontractors, including hardware and software providers, carriers, and other service providers involved in supporting the ITS-II service throughout the term of the contract The contractor will manage all aspects of ITS-II installation at BOP locations, manage and coordinate all aspects of subcontractor activity during installation, respond to calls from BOP staff regarding system problems and assume complete responsibility for compliance with BOP maintenance requirements. The ITS-II contractor will be solely responsible for payment of all subcontractors and for the performance and conduct of all subcontractors involved with supporting the ITS-II

The ITS-II contractor shall consider FTS services and access facilities to be "government furnished equipment", and will not be responsible for paying the FTS vendor for long distance service used in providing long distance direct dial service to BOP inmates. However, the contractor will be responsible for coordinating with the FTS vendor and the BOP as necessary to help resolve all service problems

C.1.1.4   Contract Structure

The objective of the BOP in this procurement is not to purchase or lease the ITS-II, but to enter into a relationship with the successful contractor in which the contractor provides ITS-II services to the BOP in exchange for portions of the revenues collected from direct dial and collect calls

C.2   FUNCTIONAL REQUIREMENTS

This section defines requirements which shall be provided by ITS-II. Unless otherwise stated, each requirement is mandatory and shall be evaluated as such. The contractor shall provide the detailed technological and procedural methods of satisfying all functional requirements. These methods will be evaluated as part of the competitive award process to ensure that the ITS-II as procured provides the required functionality using sound technical methods.

C.2.1   Inmate Telephone Service Requirements

The ITS-II shall provide inmates with access to direct dial and collect call services as described within this section. These services shall support a present inmate population of approximately 100,000 and anticipated growth to a future population of approximately 150,000 inmates in the next 10 years. The contractor shall provide an ITS-II which is capable of operating in 150 correctional facilities in the United States and Puerto Rico. Correctional facility information and traffic volume estimates are provided in Exhibits J-1 and J-2.

C.2.1.1   Compliance with Regulatory Agencies

The contractor shall be responsible for compliance with all regulatory requirements imposed by local, state, and federal regulatory agencies for all systems and services provided throughout the performance period of this contract

C.2.1.2   Meeting New Industry Standards

The contractor shall be responsible for making all system modifications necessary to allow inmates to place calls as industry dialing requirements change, at no additional cost to the BOP.

The contractor shall be responsible for complying with and updating the ITS-II for any regulatory changes and requirements during the life of the contract. These regulatory changes include federal, state, county, and municipal modifications   These changes shall be made at no additional cost to the BOP

C.2.1.3   Call Processing Information

All call processing and call rating information shall be kept current by the contractor to ensure inmates can place calls to all approved numbers   This information includes but is not limited to local exchanges, area codes, country codes, vertical and horizontal coordinates, and any other information necessary to accurately process and rate calls   The contractor shall provide the BOP with rating information for all calls when requested by the BOP

C.2.1.4   Number Blocking

In addition to other methods of blocking calls as stated elsewhere in this SOW, the contractor shall be responsible for blocking all calls made to telephone numbers which incur excess charges such as 972, 976, etc. The contractor shall also be responsible for blocking inmate calls to long distance carrier access numbers (i.e., 10333, 10288). The contractor shall also be responsible for blocking all local numbers which access long distance carriers such as 950-XXXX

C.2.1.5   Communications Interfaces

The ITS-II shall support all industry accepted telecommunications network interfaces required for connectivity to telecommunications carriers to support all outbound calling services. The ITS-II shall specifically support all interfaces required for connection to BOP provided FTS services. The contractor shall be capable of interfacing with BOP provided internal telephone wiring via Amphenol connectors.

C.2.1.6   Direct T-1 Digital Interface

Due to space limitations, the ITS-II shall be capable of accepting multiple direct T-1 digital circuits for the voice services necessary to fulfill the requirements of this contract. This requirement shall not be fulfilled through the use of an external channel bank. The contractor may provide a limited amount of services over individual analog lines if 12 or less lines are required to complete the amount of circuits necessary to provide the required service.

The BOP will provide digital T-1 circuits as necessary for processing direct dial long distance calls through the ITS-II via the FTS. The contractor shall provide digital T-1 circuits for their required services, where available through the local telephone company. This requirement shall be waived at those sites which the contractor is providing the Special Interim Collect Service described elsewhere in this RFP

C.2.1.7   Outbound Only Calls

The ITS-II shall allow inmates to process only outbound calls. Inbound calls shall not be processed by the system

C.2.1.8   Second Dial Tone

The ITS-II shall not allow an inmate to obtain a second dial tone without hanging up the telephone after the first call

C.2.1.9   Time to Dial Tone

The ITS-II shall not take more than two seconds to provide a dial tone to the telephone once the

receiver is lifted off of the hook.

C.2.1.10 Call Setup and Process Time

The ITS-II shall take a maximum of ten seconds to process a call, from the last digit dialed from the telephone keypad until the last digit is sent to the service provider.

C.2.1.11 Maximum Ring Time

The ITS-II shall provide a maximum ring time, for all calls, of two minutes prior to disconnecting a call. The amount of ring time may be adjusted with the concurrence of the BOP COTR

C.2.1.12 Call Process Notification

The ITS-II shall provide notification to an inmate of the call status (i.e., ringing, busy). This notification may either be in the form of ringing and busy tones or appropriate messages at ringing intervals. This requirement is for both direct dial and collect calls.

C.2.1.13 Call Answer Notification

Once a call has been answered by the called party, the ITS-II shall immediately begin playing the necessary voice interaction scripts and replay them until the called party responds or the time limit for responses expires. This requirement is for both direct dial and collect calls.

C.2.1.14 Separation of Voice Path Until Call Acceptance

The ITS-II shall not allow the called party or the calling party to speak to or hear the other party except for the prerecorded name, until the call has been accepted. This requirement is for both direct dial and collect calls

C.2.1.15 Electrical Conditioning

The contractor shall be responsible for service outages due to electrical surges or reduced voltages in any portion of the system or service These include outages or reduced voltages due to lightning or poor electrical qualities provided from the correctional facility.

C.2.1.15.1   It shall be the contractor's responsibility to provide electrical conditioning and protection, such as Universal Power Supplies and surge protection strips to protect all ITS-II equipment against power outages, electrical surges, reduced voltages, and/or poor electrical qualities provided from the correctional facility.   Any changes to the physical structure of a correctional facility for the installation of these conditioning and protection devices must be approved by and coordinated with the BOP

C.2.1.15.2   The ITS-II shall be capable of recovering from a power outage automatically or remotely once power is restored.

C.2.1.16   Called Party Voice Message Announcements

The ITS-II shall have the capability to make the following types of voice message announcements The exact announcements and language will be determined by the BOP after award of contract.

C.2.1.16.1   The ITS-II shall provide the called party with an opportunity to deny all future calls of that same type from an inmate by responding to a voice response prompt when answering a call. This feature shall be available for both debit and collect calls. The BOP shall have the capability to turn this feature on or off.

C.2.1.16.2   The ITS-II shall have the capability to provide automated messages to the called party in the language specified (English or Spanish) by the inmate for that called number. This feature shall be available for both debit and collect calls.

C.2.1.16.3   The ITS-II shall have the capability to accept the called party's response via keypad input from the telephone or a voice response and shall accept rotary dialed responses.

C.2.1.16.4   The ITS-II shall have the capability to interject messages into a telephone call at random intervals (e.g., "this call is from a federal correctional facility") as deemed necessary by the BOP and at BOP determined intervals. This feature shall be available for both direct dial and collect calls. The BOP shall have the capability to turn this feature on or off

C.2.1.16.5   The ITS-II shall be capable of announcing to the called party that the call is collect or direct dial, as appropriate The BOP shall have the capability to turn this feature on or off.

C.2.1.16.6   The ITS-II shall be capable of providing an announcement message to the called party that the call is from a Federal Prison, configurable by the BOP, and used as determined by the BOP This feature shall be available for both direct dial and collect calls The BOP shall have the capability to turn this feature on or off.

C.2.1.16.7   The ITS-II shall be capable of announcing to the called party the name of the calling party Offerors are encouraged but not required to provide a mechanism to record an inmate's name one time to be used each time this announcement is required. The BOP shall have the capability to turn this feature on or off for direct dial and/or collect calls

C.2.1.16.8   The ITS-II shall be capable of announcing to the called party how to accept calls. This feature shall be available for both direct dial and collect calls.

C.2.1.16.9 The ITS-II shall be capable of announcing to the called party an instruction to proceed talking. This feature shall be available for both direct dial and collect calls

C.2.1.16.10 The ITS-II shall be capable of announcing to the called party the collect call rate, prior to acceptance, when a collect call is placed.

C.2.1.17 **Trunk Group Availability**

C.2.1.17.1 The contractor shall provide sufficient equipment and outgoing trunks to ensure that the probability of blocking a call made by an inmate does not exceed ten percent during the busiest hour at any institution. The BOP will provide all FTS circuits requested by the contractor to meet this requirement for direct dial long distance calls.

C.2.1.17.2 The contractor shall evaluate the percentage of calls blocked by call type for each institution on a monthly basis and shall increase the system/service capabilities within 30 days, to meet the minimum of ten percent call blocking.

C.2.1.18 **Trunk Rotation**

C.2.1.18.1 The contractor shall provide the ITS-II so that when a trunk is unavailable, the call shall be automatically rerouted to the next available trunk.

C.2.1.18.2 Trunks shall not be permanently assigned or affixed to an individual telephone or station Telephone stations shall access the next available trunk on a rotating basis

C.2.1.18.3 The contractor shall provide the BOP with a flow chart(s) of call processes including voice response decision branches which the ITS-II will be required to follow. This flow chart(s) shall be maintained current throughout the life of this contract and provided to the BOP as changes are made

C.2.1.19 **Voice Quality**

C.2.1.19.1 The quality of voice connections provided by the ITS-II shall meet or exceed appropriate industry standards in use in the United States and enacted by appropriate standards organizations (Bellcore, IEEE, ANSI, NIST, FIPS) for transmitted and received levels, noise, cross-talk, and frequency range The contractor shall provide the BOP with the standard to which their ITS-II will adhere.

C.2.1.19.2 This voice quality level shall be in place for all telephone services at all stages of a call and shall not be affected by any other ITS-II feature, function, or capability.

C.2.1.20   Direct Dial Service

The ITS-II shall process direct dial calls through services provided by the contractor and the BOP. The contractor will not bill inmates for direct dial services.

C.2.1.20.1   Rates

The telephone rates used to generate revenue for direct dial calls shall be established in the following manner:

- The ITS-II contractor shall propose a per minute rate which will be charged to the BOP for each direct dial call type within each maintenance service level.

- The contractor shall charge the BOP the rate which corresponds to the maintenance service level chosen by the BOP (refer to Section C.4 for a description of maintenance levels). The BOP will choose the same maintenance service level for both direct dial and collect calls and will choose one maintenance service level for all facilities.

- The BOP will add a per minute charge to each direct dial call type within the maintenance service level chosen. This charge plus the contractor's per minute rate within the maintenance service level chosen by the BOP shall constitute the total amount charged by the ITS-II to the inmate account for each direct dial call minute. The ITS-II shall provide the BOP with an input field for each direct dial call type to allow the BOP to enter a per minute charge which will be added to the contractor's direct dial rates being charged

- The ITS-II shall reduce inmate accounts in whole minute increments for all direct dial calls

C.2.1.20.2   Revenues

The contractor will be compensated by the BOP on a per minute basis for all completed direct dial calls placed by inmates over the ITS-II

Monthly, the contractor shall invoice the BOP for the number of direct dial minutes times the contractor's direct dial rate for the maintenance service level chosen by the BOP. If the contractor's maintenance level for that month is not met and is less than that level chosen by the BOP, the contractor shall only invoice the BOP at the rates which correspond to the actual lower maintenance level met

C.2.1.20.3 General Direct Dial Service Requirements

A. Call charges for inmates shall not begin until the called party has accepted the call.

B. Call charges shall stop when either the calling or called party hang up.

C. The ITS-II shall be capable of dialing a pre-programmed authorization code to access FTS circuits prior to initiating a call. This code is configurable by the BOP, may consist of eight to eleven digits, and may be activated or deactivated by the BOP on a correctional facility by correctional facility basis This code shall be capable of being changed at each correctional facility by BOP Central Office staff as needed.

D. Inmates shall not be charged for calls which result in Special Information Tones (SIT)

E. The BOP will provide FTS circuits for processing direct dial long distance calls through the ITS-II. This service will be available through the existing GSA FTS2000 contract as well as any post-FTS2000 contract. The contractor's ITS-II shall use this service and meet all requirements of the SOW.

C.2.1.20.4 Local Direct Dial Service

The contractor shall provide local direct dial telephone service at all correctional facilities where the ITS-II is installed. The local calling area shall be equivalent to the local calling public pay phone area at each correctional facility. The contractor shall be responsible for installing and maintaining all telephone circuits necessary to provide this service through the ITS-II. The contractor shall assure the ITS-II is capable of identifying a dialed number as local, based on the payphone calling area, and correctly rate and route the call.

C.2.1.20.5 Long Distance Direct Dial Service

The contractor is not responsible for providing long distance direct dial telephone circuits. Long distance direct dial, for purposes of this contract, is defined as any call not within the local area defined in C.2.1.20 4 and not considered international These telephone circuits will be provided by the government using services available from the then current FTS contract. The ITS-II shall process all long distance direct dial telephone calls placed by inmates over these government provided circuits

C.2.1.20.6 International Direct Dial Service

The contractor shall provide International direct dial telephone service at all correctional facilities where the ITS-II is installed The contractor shall be responsible for installing and maintaining all telephone circuits necessary to provide this service through the ITS-II.

C.2.1.20.7 Toll Free Access

The ITS-II shall be capable of providing limited toll free access calls to inmates as configured by the BOP through contractor provided access lines

The BOP allows certain inmates the capability to place calls to designated toll free numbers for security purposes and other various reasons   The BOP does not allow inmates to place calls to personal toll free numbers or telephone service provider access numbers. Therefore. the ITS-II shall be capable of allowing BOP identified inmates to place calls to only those toll free numbers approved by the BOP, over contractor provided trunks. All other toll free numbers. including local access toll free numbers, shall be capable of being blocked.   The ITS-II shall provide a report of the ITS-II accounts with toll free access numbers on their approved lists including the telephone number and a report for toll free numbers called by inmates, as requested by the BOP

C.2.1.21   Collect Call Service

The contractor shall provide the collect call services listed below through the use of an Automated Operator.

C.2.1.21.1   Rates

The contractor's rates charged to the called party for collect calls regulated by the State regulatory commission shall not exceed that regulatory commissioning body's rate cap for residential collect call rates. In those states which the State regulatory commission does not provide a rate cap for residential collect call rates. the contractor's rates charged to the called party for collect calls shall not exceed the highest residential collect call rate being charged in that state by a telephone company other than the ITS-II contractor.   The contractor shall charge to the called party those rates proposed in Section B

The contractor's rates charged to the called party for collect calls regulated by the Federal Communications Commission (FCC) shall not exceed the Message Toll rates for collect long distance calls and the service charge for residential Operator Station Collect set by the inter-exchange carrier with the highest yearly domestic long distance toll revenues (currently AT&T) The contractor shall charge to the called party those rates proposed in section B.

C.2.1.21.2   Revenues

The contractor will collect all revenue from the called party for collect calls placed by inmates. The contractor shall credit the BOP on the same monthly invoice as direct dial calls an amount equal to the percent of gross billable collect call revenue for the maintenance service level chosen by the BOP However. if the contractor's maintenance level for the month is not met and is less than that level chosen by the BOP. the contractor shall credit the BOP for the percent of gross billable collect call revenue for the lower maintenance service level actually met.

C.2.1.21.3   General Collect Call Requirements

A   Human operators shall not be used at any point during a collect call except under extraordinary circumstances and as agreed to by the BOP COTR.

B.   The contractor's capability to provide human operators during extraordinary circumstances is a desired optional feature. This is a non-mandatory requirement

C.   Collect calls shall not be connected nor shall billing commence until the called party indicates acceptance of the call

D.   Billing for the called party shall stop when either the called or calling party hangs up.

E.   The contractor shall provide all services associated with collect call services such as billing, out-clearing, and line information database (LIDB) verification. The ITS-II contractor shall assume all responsibility for billing called parties receiving ITS-II collect calls, and collecting payments for these calls.

F.   The contractor shall provide a toll free number which will be clearly shown on the called party's bill for assistance in billing matters

G   The contractor shall provide the BOP with a written copy of all collect call restrictions it imposes in managing its collect call program. The contractor shall also notify the BOP in writing of any changes to these restrictions

C.2.1.21.4   Local Collect

The contractor shall provide local collect calling service at all correctional facilities where the ITS-II is installed The contractor shall be responsible for installing and maintaining all telephone circuits necessary to provide this service through the ITS-II

C.2.1.21.5   IntraLATA Collect

The contractor shall provide intraLATA collect calling service at all correctional facilities where the ITS-II is installed The contractor shall be responsible for installing and maintaining all telephone circuits necessary to provide this service through the ITS-II

C.2.1.21.6   InterLATA Collect

The contractor shall provide interLATA collect calling service at all correctional facilities where ITS-II is installed   The contractor shall be responsible for installing and maintaining all telephone circuits necessary to provide this service through the ITS-II

C.2.1.21.7 Interstate Collect

The contractor shall provide interstate collect calling service at all correctional facilities where the ITS-II is installed. The contractor shall be responsible for installing and maintaining all telephone circuits necessary to provide this service through the ITS-II.

C.2.1.21.8 International Collect (Non-Mandatory)

International collect services are not a mandatory requirement for the ITS-II, although the contractor is encouraged to offer the service to as many countries as feasible. The contractor shall be responsible for installing and maintaining all telephone circuits necessary to provide this service through the ITS-II, if this service is provided.

C.2.1.22 Special Interim Collect

The contractor shall provide the capability to pre-install contractor provided collect services at all correctional facilities currently operating without an ITS.

C.2.1.22.1 The contractor shall transition the BOP sites that currently provide collect only service, as identified by Correctional Facility type "Collect" in Exhibit J-1, Correctional Facility Information, to the contractor's collect service before and until the contractor's full direct dial/collect system can be implemented, if ordered by the BOP. Once the ITS-II is fully installed, collect calls placed by inmates will be processed through the ITS-II as required by this contract.

C.2.1.22.2 The contractor shall be capable of making the necessary arrangements to change these correctional facilities current Primary Interexchange Carrier (PIC) with the LEC to the contractor's services

C.2.1.22.3 These collect services shall include screen coding and/or automated operator for inmate services and shall not allow dialed numbers to be changed at the request of an inmate or allow charge reversal, or charge diversion to another number.

C.2.1.22.4 (Non-Mandatory) The contractor may also provide similar collect services to inmates during the period of time the original ITS is being de-installed by the BOP and the ITS-II is being installed Simultaneous de-installation of the existing ITS and installation of the new ITS-II will most likely not be possible due to limited space for two systems in the ITS room Down time may be allowed during the actual cut-over process to allow for full system integration testing.

C.2.1.22.5 The installation of these interim collect services shall be at the discretion of the BOP COTR, as ordered by the Contracting Officer

C.2.1.22.6 At correctional facilities where this collect service is ordered by the BOP, the contractor shall remove the existing telephone station sets and install new station sets. The new station sets shall be those which will be used when the ITS-II is fully installed.

C.2.1.22.7 The contractor shall coordinate the installation of these collect services, at the BOP requested correctional facilities, with BOP Central Office staff.

C.2.1.22.8 The contractor shall be responsible for providing these services to the correctional facility's communication mainframe in the communications room. The BOP will ensure cross connection to the individual inmate station sets.

C.2.1.22.9 The interim collect call service shall only provide collect call capability and no other type of service.

C.2.1.22.10 The interim service is not required to adhere to the controls of the full ITS-II system (i.e., calling list, time of day restrictions, identifiers, reports).

C.2.1.22.11 The interim service shall be provided at the rates proposed for collect services in Section B of this RFP.

C.2.1.22.12 The contractor shall pay the BOP Central Office Trust Fund each month the percent of the gross billable revenue for collect calls corresponding to the maintenance level chosen by the BOP. This payment shall be made monthly within 60 days of the last day of each month in which the calls were placed. The BOP will work with the contractor to enable an electronic transfer of funds

C.2.1.22.13 The contractor shall provide monthly revenue reports to the BOP Central Office Trust Fund for this interim service, summarizing, for each correctional facility, total call revenue, the amount to be paid to the BOP, the number of collect call minutes, and the total number of calls placed

C.2.1.23   Wide Area Network

The contractor shall design and install a wide area network (WAN) as part of the ITS-II to provide connectivity among the ITS-II systems at federal correctional facilities and to support the capability for system-wide ITS-II administrative operations and functions.

C.2.1.23.1 The contractor shall be responsible for providing and installing all ITS-II WAN equipment at each of the correctional facilities and locations covered by this contract Contractors shall also specify Network Management Systems to be provided that support network startup, maintenance, monitoring, and operations. Contractors shall fully consider the cost of these components in their proposed rates for direct dial and collect services

C.2.1.23.2 The contractor shall design its ITS-II WAN configurations assuming the use of 56 kilobits per second (Kbps) transmission capacity provided through FTS-2000 Dedicated Transmission Service for ITS-II WAN connectivity. Contractors shall indicate the number of such circuits to be installed to support ITS-II functions required in this RFP, but shall not include the cost of such facilities in their rates for ITS-II direct dial or collect calling services. The government shall provide as Government Furnished Equipment (GFE) the FTS circuits to facilitate the WAN. The contractor shall provide all equipment necessary to facilitate operation of the WAN over these government provided services.

C.2.1.23.3 The ITS-II WAN shall not have a single point of failure.

C.2.1.23.4 The contractor shall provide capabilities to protect against network outages or loss of Network Management Systems for the WAN.

C.2.1.23.5 After award of the contract, the contractor is encouraged to design and deploy a more efficient network design, using any FTS transmission services available to the BOP. If an optional WAN configuration is proposed after award of contract, it will be reviewed for approval by the BOP for cost effectiveness, speed, and redundant qualities. The contractor may also include switched (or other) FTS services for WAN backup in this optional design

C.2.1.23.6 The WAN shall be maintained and monitored by the contractor at its Central Operations Facility and shall be capable of being monitored by BOP Central Office staff

C.2.1.23.7 Network management for both wide area and any local area networks shall provide at a minimum the following functions

A   Define, maintain, and monitor the status and performance of the network configuration.
B   View equipment and software errors
C   Monitor the status of any network nodes
D   Monitor the performance of the workstations and main computers
E   Troubleshoot the network, workstations, and servers

C.2.1.23.8 All software to support any local and wide area networks from the workstations, to the local network components, to the WAN components, shall be provided by the contractor

C.2.1.23.9 The ITS-II information is sensitive. Communication of information across the WAN or dial up modems shall use a method of encryption. The contractor shall use either DES or Type 1 encryption methods for data transferred via the WAN.

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C.2.2 Management of Inmate Telephone Accounts

This subsection states the requirements of the ITS-II for management of inmate telephone accounts. It is divided into the following categories:

- **Inmate Account Information**
- **Inmate Access to Telephones**
- **Inmate Use of Telephones**
- **Inmate Telephone Account Financial Transactions**
- **Management of Inmate Transfers Between Correctional Facilities**
- **Reports**

All information and audit record detail shall be available for viewing and/or reporting by any authorized BOP user immediately upon completion of the transaction .

C.2.2.1   Inmate Account Information

The information required by each subsection below shall be available for viewing and data input on an individual screen for each of the following subsections. These screens shall be capable of being changed by the contractor to meet the needs of the BOP, at the request of the BOP, and at no additional cost to the BOP.

- **Inmate Profile Information**
- **Financial Transaction Information**
- **Telephone Call Information**

C.2.2.1.1   Inmate Profile Information

The following inmate profile information shall be maintained for each inmate account:

C.2.2.1.1.1 Inmate Register Number

This is an eight digit number separated by a hyphen after the first five digits assigned to each inmate by the BOP (the hyphen shall be shown on the screen only and shall not be required for input) The ITS-II shall provide the ability to change an inmate's register number through a separate menu function All data related to the previous register number will be transferred to the new register number

C.2.2.1.1.2 Inmate Name

The inmates' name fields shall include Last Name, First Name, Middle Name. These field lengths shall be, at a minimum, 35 characters for the last name and 15 characters each for the first and middle name

C.2.2.1.1.3 Correctional Facility

Each correctional facility has a unique name which will be used as the automatic default for inmates assigned to that correctional facility. The BOP Central Office will assign each correctional facility with a three character designation to be used with the ITS-II. This three character designation shall not be capable of being changed by correctional facility staff. Each call record or financial transaction will be "stamped" according to the correctional facility where the transaction was performed. BOP staff shall have the capability to transfer access to inmate accounts among correctional facilities

C.2.2.1.1.4 Living Unit

Living units are named buildings within a correctional facility to which inmates are assigned sleeping quarters. Each correctional facility uses different names for its buildings. This field does not require input at each correctional facility. This field shall be capable of being configured by the BOP for each correctional facility as a pick list for that individual correctional facility. This field shall be a minimum of 15 characters

C.2.2.1.1.5 Comments

This field shall be used by BOP staff to input miscellaneous comments related to an individual inmate's ITS-II account and shall allow input of a minimum of 180 characters.

C.2.2.1.1.6 Language Preference

Each inmate profile shall be marked by BOP staff with the inmate's language preference of English or Spanish. Voice messages provided to the inmate shall be made using this preferred language

C.2.2.1.1.7 Alert

Alerts may be placed on inmate accounts which shall notify the user type which enabled the alert that the account is placing a telephone call. The alert status shall only be capable of being viewed by the user level which placed the alert on the account

C.2.2.1.1.8 Account Activation Date

This field shall be automatically generated when an inmate's ITS-II account is created. This field shall not be capable of being manually modified

C.2.2.1.1.9 Date of Arrival

The date of arrival at a new institution shall be automatically generated in this field when an inmate's ITS-II account access is assigned to a different BOP correctional facility.

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C.2.2.1.1.10   Status Code

This shall be a one character input field of zero to nine and letters A to Z, used to indicate the status of an inmate's account. Inmate accounts will automatically be assigned a status of A when an account is active. Inmate accounts will automatically be assigned a status of Z when an inmate is released.

C.2.2.1.1.11   Suspension

The ITS-II shall provide the BOP with the capability to temporarily suspend inmate ITS-II account calling privileges. Entry in this field shall require the number of days for suspension and the start date of the suspension. The system shall display the date on which the suspension becomes inactive. The system shall deny all calls placed by the inmate until the end of the suspension period at which time it will automatically enable calls for the inmate.

C.2.2.1.1.12   Telephone List

The ITS-II shall be capable of maintaining a list of telephone numbers for each individual inmate account to which an inmate will be allowed to place calls. These lists shall be capable of being maintained by BOP staff with appropriate access rights. These lists shall be capable of being printed for one or several inmates.

The ITS-II shall also be capable of maintaining a special list of telephone numbers for each institution, maintained by the BOP, to which inmates whose accounts are flagged to access these numbers, can call without the requirement of these numbers being on their personal list.

C.2.2.1.1.12.1   The ITS-II shall support a minimum list size of 30 numbers per inmate, but shall be capable of being adjusted to meet the needs of the BOP.

C.2.2.1.1.12.2   Numbers which are configured as denied, shall be kept on an inmate's list regardless of the quantity of numbers maintained for an account. These numbers, when marked as denied, shall be capable of being deleted or re-enabled only through a protected mode (system prompt to confirm requested action) by the appropriate BOP staff. These denied numbers shall not affect the number of active telephone numbers on an inmate's approved number list

C.2.2.1.1.12.3   The amount of active numbers available on a list shall be capable of being configured as needed by the BOP, by individual inmate, correctional facility, or nationwide

C.2.2.1.1.12.4   The amount of active numbers on a list shall be displayed and dynamically updated as numbers are being inputted. Duplicate numbers shall be immediately

identified by the system and audibly alert the ITS staff performing the input

C.2.2.1.1.12.5 The ITS-II shall provide BOP staff with the capability to enter, modify, and delete numbers for inmate Approved Number Lists.

C.2.2.1.1.12.6   Allow Calls to Numbers on Special List

The ITS-II shall provide the BOP with the capability to flag an inmate's ITS-II account to allow that account to call numbers on the BOP's Special List described above, without the need to place that number on the inmate's approved list

C.2.2.1.1.12.7   Telephone Number Information

The following information shall be available for each telephone number on an inmate's list.

C.2.2.1.1.12.7.1   Telephone Number

The telephone number an inmate wishes to call.

C.2.2.1.1.12.7.2   Comment

This field shall be used by the BOP to input items such as descriptions of the number being called and shall be a minimum of 40 characters in length.

C.2.2.1.1.12.7.3   Direct Dial/Collect/Both

This designation shall control the method by which a call to an individual number may be placed The BOP shall be capable of setting a global default for all inmates

C.2.2.1.1.12.7.4   Do Not Record

This designation shall control whether the voice path of a call is routed to the correctional facility recorder If a number is flagged as an attorney call on the ITS-II, when the call is placed, the voice path of the call shall be disconnected from the correctional facility recorder. Once the voice path of the call has been disconnected from the recorder, a tone shall be directed to the recorder path in lieu of the voice The BOP shall be capable of enabling or disabling this feature. The default setting for this field shall be to record each call This feature shall be capable of being globally enabled and disabled nationwide or by correctional facility by BOP staff with appropriate access levels

C.2.2.1.1.12.7.5   Called Party Language Preference

This setting shall be either English or Spanish English shall be used as the default setting. This preference setting determines the language the ITS-II will use to present voice messages to the

called party. This shall be capable of being individually set for each telephone number on an inmate's list.

C.2.2.1.1.12.7.6   Allow Call

This setting shall control whether an inmate can place a call to the individual number. The default setting for this field shall be to allow calls. A telephone number on an inmate's account which is set to "Not Allow" will not affect another inmate's ability to place a call to that number. Telephone numbers which are set to "Not Allow" will not affect the amount of numbers on that inmate's approved list.

C.2.2.1.1.12.7.7   Date of Activation or Deactivation for Each Number

The date of activation or deactivation field shall be automatically updated by the ITS-II as a telephone number is input on an inmate's authorized telephone number list and as a number is deactivated from the list.

C.2.2.1.1.12.7.8   Alert

The ITS-II shall be capable of flagging individual telephone numbers for alert. If a call is placed to a telephone number which is flagged for alert, the system shall notify the user level which placed the alert on the account   Alerted telephone numbers shall only be seen by the user level which enabled the alerts. Alerts shall also be capable of being reported as described in the REPORTS section of this SOW

C.2.2.1.1.13   Total Number of Call Minutes Remaining

The ITS-II shall have the capability to allow the BOP to configure the total amount of minutes an inmate may call per a user specified time period   The Total Number of Call Minutes Remaining field shall display the difference between the BOP-defined maximum number of call minutes for an inmate and the total number of minutes the inmate has used for the specified period of time. It is possible for the BOP defined maximum time limit to be unlimited, thereby, automatically disabling this feature   The Total Number of Call Minutes Remaining field shall be automatically updated as the inmate places calls to reflect the total number of minutes remaining for the user specified time period   The ITS-II shall automatically reset the number of call minutes remaining at the beginning of the next time period

C.2.2.1.1.14   Collect Minutes Remaining

The ITS-II shall have the capability to allow the BOP to configure the amount of collect minutes an inmate may call per a user specified time period   The Collect Minutes Remaining field shall display the difference between the BOP-defined maximum collect calling minutes for an inmate and the total minutes for collect calls the inmate has used for the specified period of time. It is possible for the BOP defined maximum time limit to be unlimited, thereby, automatically disabling

this feature. The Collect Minutes Remaining field shall be automatically updated as the inmate places collect calls to reflect the number of collect minutes remaining for the user specified time period. The ITS-II shall automatically reset the number of collect minutes remaining at the beginning of the next time period. Minutes shall only be deducted for answered calls

C.2.2.1.1.15   Direct Dial Minutes Remaining

The ITS-II shall have the capability to allow the BOP to configure the amount of direct dial minutes an inmate may call per a user specified time period. The Direct Dial Minutes Remaining field shall display the difference between the BOP-defined maximum direct dial calling minutes for an inmate and the total number of minutes for direct dial calls the inmate has used for the specified period of time. It is possible for the BOP defined maximum time limit to be unlimited, thereby, automatically disabling this feature. The Direct Dial Minutes Remaining field shall be automatically updated as the inmate places direct dial calls. ITS-II shall automatically reset the number of direct dial minutes remaining at the beginning of the next time period. Minutes shall only be deducted for answered calls.

C.2.2.1.1.16   Total Number of Calls Remaining

The ITS-II shall have the capability to allow the BOP to configure the total number of calls an inmate may place per a specified time period. The Total Number of Calls Remaining field shall display the difference between the BOP-defined maximum number of calls for an inmate and the total number of calls the inmate has placed for the specified period of time. It is possible for the BOP defined maximum number of calls to be unlimited, thereby, automatically disabling this feature The Total Number of Calls Remaining field shall be automatically updated as the inmate places calls to reflect the total number of calls remaining for the time period specified The ITS-II shall automatically reset the total number of calls remaining at the beginning of the next time period Only answered calls shall be deducted Minutes shall only be deducted for answered calls

C.2.2.1.1.17   Number of Collect Calls Remaining

The ITS-II shall have the capability to allow the BOP to configure the number of collect calls an inmate may place per a specified time period The Number of Collect Calls Remaining field shall display the difference between the BOP-defined maximum number of collect calls for an inmate and the total number of collect calls the inmate has placed for the specified period of time It is possible for the BOP defined maximum number of calls to be unlimited, thereby, automatically disabling this feature The Number of Collect Calls Remaining field shall be automatically updated as the inmate places collect calls to reflect the number of collect calls remaining for the time period specified Only answered calls shall be deducted

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C.2.2.1.1.18 Number of Direct Dial Calls Remaining

The ITS-II shall have the capability to allow the BOP to configure the number of direct dial calls, an inmate may place per a specified time period. The Number of Direct Dial Calls Remaining field shall display the difference between the BOP-defined maximum number of direct dial calls for an inmate and the total number of direct dial calls the inmate has placed for the specified period of time. It is possible for the BOP defined maximum number of calls to be unlimited, thereby, automatically disabling this feature. The Number of Direct Dial Calls Remaining field shall be automatically updated as the inmate places direct dial calls to reflect the number of direct dial calls remaining for the time period specified. ITS-II shall automatically reset the number of direct dial calls remaining at the beginning of the next time period. Only answered calls shall be deducted.

C.2.2.1.1.19 Balance Transfers from FPPOS

The ITS-II shall be capable of allowing the BOP to enable and disable an inmate's capability to transfer funds from their Commissary accounts to their ITS-II accounts. This shall be configurable on an individual inmate basis or for a group of inmates.

C.2.2.1.1.20 Balance Inquiry Allowed

The BOP shall be capable of enabling or disabling inmate capability to request and receive ITS-II and Commissary balance inquiries over the telephone. This shall be configurable on an individual inmate basis or for a group of inmates or an entire correctional facility.

C.2.2.1.1.21 Number of Telephone Initiated Fund Transfers

The BOP shall be capable of setting the number of times an inmate is allowed to transfer funds from their Commissary account to their ITS-II account per day or per week. This shall be configurable on an individual inmate basis or for a group of inmates or an entire correctional facility. The ITS-II shall also provide a method of scheduling the time of day and day of week in which such transfers shall be allowed. This schedule shall be configurable by the BOP.

C.2.2.1.1.22 Assign Inmate to Telephone

The ITS-II shall be capable of assigning an inmate(s) account to an individual telephone or group of telephones so that the inmate(s) account may only place calls from those designated telephones. However, those telephones shall still be capable of being used by inmate accounts not specifically assigned to them

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C.2.2.1.1.23   Personal Identifier

The ITS-II shall be capable of identifying the specific inmate account that initiated each transaction made on the telephone. This identification shall be made through a unique identifier assigned to each inmate account. This feature is required for all direct dial calls but may be enabled or disabled for collect calls as required by the BOP.

C.2.2.1.1.23.1   This identifier may be a Personal Access Code (PAC), a voice recognition match, or some other method the contractor may propose which is unique and secure.

C.2.2.1.1.23.2   This identifier shall be the only means through which an inmate can access their ITS-II account unless otherwise configured by the BOP.

C.2.2.1.1.23.3   This identifier shall remain assigned to a specific inmate account regardless of transfers to other BOP correctional facilities. If a PAC method is used, the ITS-II shall provide the capability for the BOP to assign a new PAC in case of a lost or stolen PAC.

C.2.2.1.1.23.4   The ITS-II shall prevent personal identifiers from being used at multiple telephones simultaneously.

C.2.2.1.1.23.5   If the contractor uses a PAC as a personal identifier it must be

A   a minimum of nine digits.
B   randomly generated from one nationwide pool of numbers in such a manner that any inmate may be automatically and randomly assigned any unused number from that pool.
C   capable of being printed on a secure, carbon transfer envelope which only exposes the inmate's name and register number for internal BOP distribution purposes The contractor shall provide the carbon transfer envelopes for this purpose; and
D   capable of being viewed by BOP staff with the appropriate user level.

C.2.2.1.2   Financial Transaction Information

The ITS-II shall maintain a detailed audit record of every financial transaction made to an inmate's account and shall indicate the institution at which the transaction occurred.

Throughout the duration of a call, the ITS-II shall track time and status information about a call and terminate a call if the ITS-II account balance limits for direct dial calls is reached.

C.2.2.1.2.1   ITS-II Account Balance

The ITS-II shall maintain a separate and individual account balance for every inmate account This account balance shall be the sum total of all ITS-II financial transactions occurring for an individual inmate account. This account balance shall be automatically updated in real time for each transaction made to an inmate's account.

C.2.2.1.2.2   Viewing Availability

Information associated with an individual inmate account shall be available for viewing by all authorized users at all times regardless of other system activities.

C.2.2.1.2.3   Immediate Update of Financial Information

All audit detail information related to inmate financial transactions shall be immediately and automatically updated for each ITS-II account so that at all times the integrity of the account . balance can be verified against the financial transaction detail audit records for that account

C.2.2.1.2.4   Transaction Types

At a minimum. the following financial transaction activity types shall be recorded as a separate line item on each inmate's ITS-II account This information shall be available for viewing or printing as required by the appropriate BOP staff.

    A)   Inmate-initiated transfer of funds from FPPOS to ITS-II.
    B)   Commissary-initiated electronic transfer of funds from FPPOS to ITS-II.
    C)   Direct dial calls.
    D)   Manual financial transactions on ITS-II
    E)   Transfer of funds from ITS-II to FPPOS.
    F)   Refunds on ITS-II

C.2.2.1.2.5   Transaction Information

As applicable. each account transaction entry shall contain the following audit detail information and shall be applied to an individual inmate's ITS-II account audit detail record:

    A)   Date of transaction
    B)   Time of transaction
    C)   Amount of transaction
    D)   Individual initiating the transaction
    E)   Correctional facility identifier
    F)   Type of transaction
    G)   User entered reference number

C.2.2.1.3 Telephone Call Record Information

C.2.2.1.3.1 Call Record Availability

All calls shall generate call records which shall be accessible and available for reporting. analysis. or viewing. immediately upon the termination of a call. Any process requiring a delay in making call records available (for example. on a daily basis or through a download process) is unacceptable

C.2.2.1.3.2 Call Record Data Structure for Direct Dial and Collect Calls

For the purposes of viewing call records. all call records shall reflect the most current record first. followed in a descending date order to the least current call record. The ITS-II shall maintain identical call record data structures or formats for direct dial and collect calls. The only acceptable differences shall be any indicators which identify calls as being either direct dial or collect.

C.2.2.1.3.3 Call Record Storage

The ITS-II, at a minimum, shall support a call record database storage capacity of the most recent 12 month period per correctional facility for queries and reports. This storage shall be for all incompleted and completed calls. It is estimated that the number of records will range from 1 million to 4 million call records. per correctional facility. depending on the size of the correctional facility for a 12 month period. Informational calls placed by inmates. such as balance requests. call minutes remaining. etc.. shall not affect this call record capacity. nor shall they be stored as part of the call record database.

C.2.2.1.3.4 Calls Not Completed

The ITS-II shall record the reason for a call not being connected in the call record using English constructs The use of notification messages in the form of codes that must be looked up to ascertain their meaning is unacceptable Records for collect calls shall indicate if the call was refused and for what specific reason

C.2.2.1.3.5 Call Record Format

The following information shall be captured and stored for all calls attempted where a personal identifier has been used

- A) Inmate register number
- B) Inmate name
- C) Correctional facility from which call was placed
- D) Date

E) Time.

F) Dialed digits.

G) Destination (city and state, or city and country for international calls).

H) Reason for call not completed

I) Duration from answer or acceptance.

J) Trunk definition (FTS, local, international, etc.).

K) Telephone location.

L) Station set number.

M) Charge for call.

N) Description assigned to telephone number called.

O) Call type (interLATA, intraLATA, local, etc.).

P) Alert (whether an alert was issued for that call).

Q) Type of Alert (account or telephone number).

R) Recorder channel number.

C.2.2.2   Inmate Access to Telephones

The ITS-II shall provide features which provide the BOP with the capability to manage inmates' abilities to place telephone calls. These features, at a minimum, shall be capable of being applied by the BOP as described below and as summarized by **Exhibit J-6, Features, Feature Parameters.** The ITS-II shall provide the BOP with an easy to use method of setting and changing system parameters which can be applied to various groups of inmates or individual inmates as deemed necessary by the BOP.

C.2.2.2.1   Feature Groups

The ITS-II shall be capable of maintaining multiple groups of BOP configurable features derived from various combinations of the features listed below

C.2.2.2.1.1   The contractor shall state the number of feature groups which shall be made available for configuration There shall be a minimum of six feature groups.

C.2.2.2.1.2   The ITS-II shall provide BOP Central Office staff the capability to assign access privileges to user levels for any individual feature, allowing those users to modify or change features for individual inmates and/or individual telephone numbers only.

C.2.2.2.1.3   A call shall be completed only if the inmate attempting to place that specific call is allowed to do so within the confines of the applicable feature group configuration.

C.2.2.2.2   Class of Service (COS)

The BOP shall be capable of configuring COS by configuring the parameters for each feature within a group The values of these parameters are listed below in Feature Descriptions.   These COSs shall be capable of being assigned by BOP staff with appropriate access levels to individual

inmates or groups of inmates as defined by groups of institutions, individual institutions. or living units.

C.2.2.2.2.1 The ITS-II shall be capable of providing multiple COSs for each feature group.

C.2.2.2.2.2 A COS shall be capable of being assigned as a default configuration to the following levels.

    A.   Individual inmates
    B.   Groups of inmates as defined in sets of living units. correctional facilities. groups of correctional facilities. or nationwide.

C.2.2.2.3 Feature Descriptions

The following features shall be made available for inclusion in each feature group as defined by the BOP. If a feature is not included in a feature group, its function shall be considered not applicable.

C.2.2.2.3.1 Inmate Access to Information

The BOP shall be capable of enabling and disabling an inmate's ability to receive account information over the telephone. Each item of information (i.e.. ITS-II account balance, Commissary account balance) shall be capable of being enabled or disabled independently of the other. by the appropriate BOP staff

C.2.2.2.3.2 Require or Not Require Approved Telephone Number List

The ITS-II shall have the capability to only process calls to telephone numbers on an inmate's approved list This shall be capable of being configured by BOP staff with appropriate access. to require or not require the use of a list for direct dial. collect. or all calls.

C.2.2.2.3.3 Calling Schedules

The ITS-II shall be capable of providing the BOP with a means of setting various calling schedules These schedules will control when telephones cut on or off within a correctional facility or when individual inmates are allowed to place calls within the correctional facility schedule The ITS-II shall provide the capability to configure multiple calling schedules for each day. by correctional facility and individual inmate

C.2.2.2.3.4 Time Between Completed Calls

The ITS-II shall be capable of being configured to control the amount of time between inmate completed calls The system shall be capable of placing this limit on direct dial, collect, or both types of calls The BOP shall be capable of enabling or disabling this feature. This time shall be

set by minutes and shall range from 0 to 9,999.

C.2.2.2.3.5   Maximum Number of Calls

The ITS-II shall be capable of being configured for the maximum number of calls allowed per day, week, month for an individual inmate or groups of inmates or all inmates. The system shall be capable of placing this limit on direct dial, collect, or both types of calls. The BOP shall be capable of enabling or disabling this feature. This setting shall range from 0 to 999.

C.2.2.2.3.6   Maximum Number of Minutes

The ITS-II shall be capable of being configured for the maximum number of minutes of calls allowed per day, week, month for an individual inmate or groups of inmates or all inmates. The system shall be capable of placing this limit on direct dial, collect, or both types of calls. The BOP shall be capable of enabling or disabling this feature. This time shall be set by minutes and shall range from 0 to 9,999.

C.2.2.2.3.7   Call Duration

The ITS-II shall be capable of assigning a maximum call duration for each type of call; direct dial, collect or both. The BOP shall be capable of enabling or disabling this feature. This time shall be set by minutes and shall range from 0 to 99.

C.2.2.2.3.8   Extra Dialed Digits Prevention

The ITS-II shall be capable of preventing the processing of additional digits from the inmate after all call processes have been completed for an authorized call. This feature shall be capable of being enabled or disabled. It shall also be configurable for the number of extra dialed digits allowed before the call is cut off. The system shall be capable of enabling or disabling this feature for individual inmates and individual telephone numbers.

C.2.2.2.3.9   Branding Calls with a BOP Message

The ITS-II shall be capable of providing a BOP configured message to the called party at the beginning of each call for an individual inmate or groups of inmates or all inmates. The BOP shall be capable of modifying this message   The BOP shall be capable of enabling or disabling this feature

C.2.2.2.3.10   Intermittent BOP Message

The ITS-II shall be capable of providing a BOP configured message which is heard by the called party at variable times during a call   The BOP shall be capable of modifying this message. The BOP shall be capable of enabling or disabling this feature.

C.2.2.2.3.11   Called Party Blocking

The ITS-II shall provide the called party through a voice prompt with a method to block all calls placed from an inmate account. Calls blocked for an inmate account using this method shall not affect other inmates wishing to call that same number. Calls blocked using this method shall be identified separately in all tables as blocked by the customer. Under no circumstances will the contractor alter or interfere with the ability of the called party to receive other collect calls originating from non-BOP correctional facilities (i.e., placing LIDB blocks).

C.2.2.3   Inmate Use of the Telephone

This subsection describes the functions which shall be available to inmates through use of the telephone.

The ITS-II shall provide inmates with information relative to their ITS-II accounts and Commissary accounts through the use of the telephone as described below.

C.2.2.3.1   ITS-II Account Balance

The ITS-II shall be capable of providing inmates with their ITS-II account balance information and cost of their last call in dollars and cents via the telephone.

C.2.2.3.2   Commissary Account Balance

The ITS-II shall provide a method by which inmates may obtain their Commissary account balance information

C.2.2.3.3   Direct Dial Minutes Remaining

The ITS-II shall provide a method by which inmates may request, and be provided, the number of direct dial minutes remaining as specified in their inmate profile

C.2.2.3.4   Number of Direct Dial Calls Remaining

The ITS-II shall provide a method by which inmates may request, and be provided, the number of direct dial calls remaining, as specified in their inmate profile

C.2.2.3.5   Collect Minutes Remaining

The ITS-II shall provide a method by which inmates may request, and be provided, the number of collect call minutes remaining as specified in their inmate profile

C.2.2.3.6   Number of Collect Calls Remaining

The ITS-II shall provide a method by which inmates may request. and be provided. the number of collect calls remaining. as specified in their inmate profile.

C.2.2.3.7   Funds Transfer to ITS-II Account

The ITS-II shall allow an inmate to transfer funds from the Commissary system to the ITS-II account via the telephone in whole dollar amounts only. This function shall require the contractor to interface directly with the Commissary FPPOS System. Please refer to Section C.2.3.4.1 for further details. Upon selection of this function. the ITS-II shall provide the inmate with account balances of both the ITS-II account and the Commissary available balance.

The ITS-II shall determine if there are funds available in an inmate's FPPOS account to transfer to the ITS-II. If there are funds available. the ITS-II shall prompt the inmate for an amount to transfer. The inmate shall enter the amount via the telephone. Once an inmate has entered an amount. the ITS-II shall provide the inmate with an opportunity to confirm the amount entered. ·
·The ITS-II shall then deduct funds from the inmate's Commissary account and add that amount of funds to the inmate ITS-II account   The ITS-II shall not allow funds to be transferred to inactive ITS-II accounts with a status code of "Z "

If there are insufficient funds available in the Commissary account. the ITS-II shall provide a message to the inmate indicating that the Commissary balance is insufficient to process the transfer request and shall terminate the transfer process

C.2.2.3.8   Placing Calls

Due to the various locations of BOP correctional facilities throughout the country. the contractor shall propose a method by which inmates shall place calls to local long distance and international locations using a consistent dialing pattern nationwide   Due to the fact that inmates transfer to and from correctional facilities on a frequent basis. the BOP desires a dialing method which is standard for all correctional facilities   The contractor shall be responsible for informing inmates of the proper call process either through a voice message via the telephone or directions   ʲ
permanently affixed on each telephone   In addition. if PACs are used. dialing instructions shall be printed with the PAC Number inside the carbon envelope   ⟩

Calls shall only be processed according to the procedures set forth below.

A   As configured by the BOP. each inmate shall be required to input a personal identifier and a valid telephone number for a call to be processed   Once this information has been input. the system shall perform all required checks necessary to process the call. An inmate may place only one call to one telephone number after entry of his personal identifier.

B. If any checks fail, the call shall be denied and a descriptive message shall be given to the inmate indicating why the call was denied

C. If the call is processed, the inmate shall be given the appropriate call processing tones (i.e. ring, busy, SIT tones, informational messages)

D. Prior to the ITS-II terminating a call due to expiration of time limits or exhaustion of funds, the inmate shall be informed at 60 and 30 second intervals of the impending expiration.

C.2.2.4   Voice Response and Message Capability

The ITS-II shall be capable of providing prerecorded messages to inmates and called parties. The contractor shall ensure that the ITS-II provides sufficient access to voice storage and response capability to support the voice message and inmate interaction requirements pertaining to all calling services, and to the ITS-II account management functions specified in this RFP. Under no circumstances shall an inmate with access to an ITS-II handset experience delay in placing a call or accessing their ITS-II account due to insufficient voice messaging and response resources

C.2.2.4.1   Capability to Change Messages

The contractor shall provide the BOP with the capability to change all voice messages provided by the system

C.2.2.4.2   Responding to Voice Prompts

The ITS-II shall be capable of accepting voice responses, and/or DTMF keypad and rotary telephone input as a means of input for answering all system provided questions or prompts from the inmate and called party

C.2.2.4.3   Use of Voice Messaging

The ITS-II shall be capable of using the voice message capability to provide inmates information or prompt responses regarding

A   Call setup
B   Call processing
C   Reasons call could not be completed
D   Account information and transactions